

Kitchener Downtown Community Health Centre

Type of Policy:

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|---|--|
| <input type="checkbox"/> Administration (A) | <input type="checkbox"/> Client Services General (CG) |
| <input type="checkbox"/> Board of Directors (B) | <input type="checkbox"/> Client Services Programs (CP) |
| <input type="checkbox"/> Financial (F) | <input type="checkbox"/> Primary Care (PC) |
| <input type="checkbox"/> Human Resources (H) | <input type="checkbox"/> Acquired Brain Injury Program (ABI) |
| <input checked="" type="checkbox"/> KDCHC Governing Principles (K) | <input type="checkbox"/> Diabetes Education Program (DEP) |
| <input type="checkbox"/> Occupational Health & Safety (S) | |
| <input type="checkbox"/> Volunteers (V) | |

Policy No.: K0501 (previously B0501)

Title: Mission and Scope of Operations

Policy

Mission

Act as an agent of change to build community capacity and deliver client-centred primary health care, with specific emphasis on people experiencing barriers to access.

Scope of Operations

KDCHC's general scope of operations/service area includes:

- The City of Kitchener for primary health care services and
- Kitchener and Waterloo for community capacity building.

KDCHC provides primary health care to **eligible Kitchener residents** and facilitates access to a broad range of health and social services through referrals and community partnerships. Primary health care takes into account the social determinants of health and a range of services that include medical care, health promotion, illness prevention and community capacity building. KDCHC provides client-centred care by working with clients towards identified goals, so that people may work towards good health. We support clients to acquire knowledge and skills to participate in their own care.

KDCHC focuses on clients who have barriers to accessing health care and often have health inequities. Priorities include isolated seniors, youth at-risk, people with low-incomes, new Canadians and people who are homeless/homeless at risk.

KDCHC may provide primary health care to clients from its outreach sites, its partners who work with at-risk, vulnerable people and KDCHC volunteers, some of whom may live in the City of Waterloo, but meet other eligibility criteria.

Community capacity building for KDCHC includes working on ways to build healthy communities, across **Kitchener and Waterloo**, in order to support people to stay healthier, access supports when needed and be full participants in our cities and neighbourhoods. Keeping people healthy includes the social determinants of health. The social determinants of health include: income, family and social support networks, education and literacy, employment, physical environments, personal health practices and coping skills, healthy child development, biology/genetics, health services, gender and culture.

KDCHC provides services across the Region of Waterloo under limited conditions. This occurs when the program or service fits with building community capacity and is specifically funded and designed on a regional basis.

Procedures

Eligibility for services shall first be assessed based on residence within the service area(s) as defined, and then on any other criteria established from time to time (see policy CM0106).

Approved By: Board of Directors

Date: March 27, 2012